

\* A 4% Cost Recovery Fee (CRF) has been added by DIR to Vendor provided pricing.

#### CENTURYLINK MANAGED IP COMMUNICATIONS PRICING

##### Managed VoIP Seat Pricing - Office Enhanced

# of Users	Monthly Rate	Total	Office Seat Example
0 1 - 19	\$35.87	\$35.87	1 Seat
20 - 49	\$34.84	\$696.80	20 Seat
50 - 99	\$34.32	\$1,716.00	50 Seats
100 - 499	\$32.76	\$3,276.00	100 Seats
500 - 999	\$31.72	\$15,860.00	500 Seats
1000 - 4999	\$29.64	\$29,640.00	1000 Seats
5000 - 9999	\$27.56	\$137,800.00	5000 Seats
10,000+	\$25.47	\$254,696.00	10,000 Seats

##### Ancillary Services:

White Pages Listing	\$2.03
Yellow Pages Listing	\$2.03
Microsoft Outlook Integration	\$9.35
Integrated Messaging	\$9.35

##### Office package includes:

- Unlimited local and 8XX outbound calling
- Unlimited on-net calling ( user to another user)
- E911 and V911 dialing2
- Personal online dashboard with:
  - Call logs
  - Contact manager
  - Click-to-call
  - Click for voice mail
- Voice mail with:
  - E-features
  - Indicator (CPE feature)
  - One-button push
- Office administrator account profile
- Distinctive ring
- Abbreviated dialing
- Caller ID
- Call waiting
- Call hold
- Call block
- Call transfer
- Call forwarding
- Smart call forwarding
- Three-way calling
- Pick Up Groups
- Call Park
- Do not disturb • Speed dial
- Repeat dialing
- Hunt groups
- Multi-line / bridge line appearance
- Paging
- Auto Attendant
- Unified Messaging
- 24/7 telephone customer support

##### Office Enhanced Package (includes Office features) plus:

- Microsoft® Outlook® integration
- Remote calling

**Basic Seats - (can only be purchased with Office or Office Enhanced)**  
 Voice Only - No voicemail (ideal for Lobby phone)

Interaction Routing	Term	MRC	MRC Description	NRC	NRC Description
Bundled Agent Packages	1 year	\$64.90	Quick Launch Agent	\$31.20	Initial Set up
		\$84.86	Skills Based Agent	\$39.52	Initial Set up
		\$114.82	CTI Based Agent	\$44.72	Initial Set up
		\$144.77	Outbound Only Agent	\$67.60	Initial Set up
		\$94.85	Supervisor Standalone	\$46.80	Initial Set up
Web Applications		\$64.90	web 1st Application	\$41.60	Initial Set up
		\$15.60	web Added Application (each)	\$15.60	Initial Set up
Outbound		\$84.86	Blended Agent Add On	\$39.52	Initial Set up
Work Force Management		\$44.93	Work Force Management Bundle Add On	\$16.64	Initial Set up
Desktop Applications		\$12.48	Genesys Agent Desktop per Agent	\$15.60	Initial Set up
		\$442.00	Desktop Subscription (Simplex)	\$400.40	Initial Set up
		\$16.12	Genesys Agent Desktop Host (Simplex)	\$0.00	
		\$910.00	Desktop Subscription (Duplex)	\$676.00	Initial Set up
		\$20.80	Genesys Agent Desktop Host (Duplex)	\$0.00	
		\$24.96	Enhanced Desktop (Quick Launch)	\$10.40	Initial Set up
Additional Applications		\$46.80	Call Recording per port	\$78.00	Initial Set up
		\$8.32	Call Recording Storage per port for each 12 month increment	\$0.00	
		\$26.00	CTI Standalone Add per Agent	\$15.60	Initial Set up
Usage Billing		\$0.02	Platform Usage	\$0.00	
<b>Hosted IVR</b>	<b>Port Model</b>				
	1 year	\$416.00	Monthly Subscription DTMF** (Touch-tone)		
	1 year	\$75.40	Hosted IVR DTMF Virtual Port (Per Port)		
	1 year	\$148.20	Hosted IVR DTMF Bridging Port (Per Port)		
	1 year	\$136.50	Carrier Neutral DTMF Virtual Port (per port)		
	1 year	\$390.00	Monthly Subscription ASR** (Speech Recognition)		
	1 year	\$152.10	Hosted IVR Speech Recognition Virtual Port (per Port)		
	1 year	\$304.20	Hosted IVR Speech Recognition Bridging Virtual Port (per port)		
	1 year	\$206.70	Carrier Neutral Speech Recognition Virtual Port (per port)		
	1 year	\$1,560.00	Intelligent Call Processing (ICP) Peripheral Gateway Link	\$780.00	Intelligent Call Processing (ICP) Peripheral Gateway Link Installation
	1 year	\$15.60	Text-To-Speech Surcharge (per Port)		
	1 year	\$58.50	Name & Address Speech Module Surcharge (per port)		
	1 year	\$0.07	Overflow Protection Premium (per Minute Metered)		
	1 year	\$0.03	Bridging (rate per minute) - Billed for a minimum 18 second initial increment and six second increments for the duration of the bridged portion of the call. Calls are considered bridged when the call is answered.		
<b>Hosted IVR</b>	<b>Minutes of Use Model</b>				
	1 year	\$416.00	Monthly Subscription DTMF** (Touch-tone)		
	1 year	\$416.00	Monthly Subscription ASR** (speech recognition)		
	1 year	\$0.03	Hosted IVR DTMF Virtual Port including Text to Speech & Shared Hosting (per virtual port MOU)		

	1 year	\$0.05	Hosted IVR Speech Recognition Virtual Port including Text to Speech & Shared Hosting (per virtual port MOU)		
	1 year	\$0.07	Hosted IVR Speech Recognition Virtual Port Including Name and Address OSDM, Text to Speech & Shared Hosting (per virtual port MOU)		
	1 year	\$1,560.00	Intelligent Call Processing (ICP) Peripheral Gateway Link	\$780.00	Intelligent Call Processing (ICP) Peripheral Gateway Link Installation
	1 year	\$0.03	Bridging (rate per minute) - Billed for a minimum 18 second initial increment and six second increments for the duration of the bridged portion of the call. Calls are considered bridged when the call is answered.		
<b>Hosted IVR</b>	<b>ACD Connect</b>				
	1 year	\$780.00	ADC Connect Monthly Connection Charge (per connection)	#REF!	ACD Connect Installation
	1 year	\$0.01	ADC Connect per Call surcharge		
<b>Hosted IVR</b>	<b>Call Recording</b>				
	1 year	\$61.62	Call Recording Monthly Charge (per port)	waived	Call Recording Installation
	1 year	\$7.80	Call Recording Storage 12 Month Increment up to 7 Years (per port)		
<b>Hosted IVR</b>	<b>CTI Standalone</b>				
	1 year	\$23.40	CTI Standalone Add	waived	CTI Standalone Installation per agent
<b>Hosted IVR</b>	<b>Multi-Tenant Managed Application</b>				
	1 year	\$23.40	1-10 Hosted IVR Virtual Ports (per port)		
	1 year	\$19.50	11-50 Hosted IVR Virtual Ports (per port)		
	1 year	\$15.60	51-200 Hosted IVR Virtual Ports (per port)		
	1 year	\$14.04	Over 200 Hosted IVR Virtual Ports (per port)		
<b>Hosted IVR</b>	<b>Single-Tenant Managed Application</b>				
	1 year	Source SOW	Hosted IVR Single Tenant Managed Application	Source SOW	Hosted IVR Single Tenant Managed Application Set up
<b>Hosted IVR</b>	<b>Technical Services</b>				
	1 year	Source SOW	Application Support - Standard (M-F, 8 a.m. - 5 p.m.) for Hosted IVR Apps	Source SOW	Application Development
	1 year			Source SOW	Project Management
	1 year	Source SOW	Application Support - Premium (24/7/365) for Hosted IVR Apps		
	1 year	\$218.40	Application Support Services Hourly Rate		
<b>Hosted IVR</b>	<b>Call Administration Tools</b>				
	1 year	\$1,560.00	Complete Call Administration Tool (CAT)		
	1 year	\$390.00	Call Routing Tool		
	1 year	\$390.00	Customer Survey Tool		